CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B501) Public Affairs Office Metrics Database

   TA No: 202-Rev3

   Task Area Monitor: **Alternate Task Area Monitor:**   None

   NASA POC: None   **Software Control Class:**   Low Control

   Type of Task: Non-Recurring Task

2. **BACKGROUND**

   Office of Public Affairs Metrics web site needs to be maintained.

3. **OBJECTIVE**

   Would like ConITS to perform maintenance and support activities.

4. **GENERAL IT SUPPORT SERVICES**

   General IT Support Services Performance Metrics

   <u>Performance Standard</u>: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

   <u>Performance Metrics</u>:

   Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

   Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

   Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

   <u>Performance Standard</u>: The systems to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions.

   <u>Performance Metrics</u>:

   Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has

been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during prime shift is within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. Users are kept informed.

Fails: Any of the requirements of this subsection (a through h) is not satisfied.

Performance Standard: Assigned activities are accomplished satisfactorily and within the pre-determined schedule.

Performance Metrics:

Exceeds: All assigned activities are accomplished satisfactorily on or ahead of the pre-determined schedule. Suggestions are made and acted on that lead to advancements towards the goals of the project.

Meets: Any deficiencies or slippage in one or more activities are offset by improvements or gains in other activities.

Fails: Deficiencies or slippage in assigned activities have had a detrimental effect on the objectives of the project.

Performance Standard: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

Project Title: PAO Metrics Maintenance

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel:Contractor to perform maintenance as required.

Requirements:
Provide customer Rough Order of Magnitude estimates for new requirments and respond to customer requsts for assistance in a timely manner

Acceptance Criteria:
Work performed within agreed on cost and schedule

6. **WORK-AREA SPECIFIC SERVICES**

None required.

7. **Exhibit A**

None required.

8. **SPECIAL SECURITY REQUIREMENTS**

None required.

9. **SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

10. **JOINT REVIEW SCHEDULE**

TBD

11. **PERIOD OF PERFORMANCE**

This TA is effective from 02/07/06 to 04/27/09

12. **TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%   Timeliness: 50%

13. **RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. **FUNDING INFORMATION**

Funding has not been entered for this TA.

15. **MILESTONES**

None required.

16. **DELIVERABLES**

None required.

17. **FILE ATTACHMENTS**

None.